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**Title: RESEARCH ON DOCUMENT DELIVERY SERVICES IN LIBRARIES & INFORMATION CENTERS: A GLIMPSE**

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### **Abstract**

This paper discusses Document Delivery Service and its uses in library as well as information center. Document delivery service (DDS) or document supply service “refers to the physical or electronic delivery of a document from a library collection to the residence or place of business of a library user, upon request.” Document delivery has always been heart of the services offered by libraries, publishers and other organizations to their users. Recently, there is tremendous development in electronic document delivery services. The consumer receives precise, accurate, and speedy assistance from Document Delivery Services. India's INFLIBNETs projects are impressive. Today, this is among the most significant and excellent services available. The institution's students, academic staff, and research researchers have all benefited from this service by saving time. Academic libraries must provide this service to their patrons and inspire others to do the same. In order to effectively convey electronic documents, impediments related to technology, economy, and society must be addressed. When a user requests specific information rather than resources in the modern IT era, DDS may be shown to be a valuable service that should be offered to them. The definition of document delivery services, their need, and their key features are the primary topics covered in this paper.

**Keywords:** DDS, DDC, DELNET, INSDOC, ILL, Electronic Document Delivery

## **Introduction**

Library is an important asset for any academic institution. The library identifies, evaluates, procures, processes and makes these learning resources available to the faculty and students for their teaching, learning and research assignments. That's why, Dr. S. R. Ranganathan, has famously said that the library is the trinity of Learning Resources, Faculty/Students and the Library Staff. Libraries are supporting to teaching and learning programs by providing the proper information from their in-house collections[1]. While for other information or documents they ought to depend upon external document delivery systems.

### **Document Delivery Service (DDS):**

Regardless of the location or format of the original, DDS often deals with giving users access to documents on demand, either in their original form or a copy in print or non-print format. Even though DOS finds the requested document and provides it to the requester[2], the majority of other information services, including current awareness, SDI, indexing, abstracting, and so on, are primarily geared to lead users towards the sources of information that are now available.

Because the effectiveness of DDS directly affects the value and significance of other access services, it is a crucial service[3,4]. For example, no matter how effective an alerting service is, it will be of little use to a user if he needs a document and no attempt is made to provide it to him in a timely manner after being notified by an existing awareness service. DDS thereby enhances the value of other information services.

- 1. INTRODUCTION:** A library is a valuable resource for any educational setting. The professors and students may use these learning materials for their teaching, learning, and research tasks because the library finds, assesses, acquires, and processes them. For this reason, learning resources, faculty/students, and library staff make up the trinity that Dr. S. R. Ranganathan memorably described as the library. By supplying the appropriate information from their internal collections, libraries assist educational initiatives. On the other hand, they should rely on outside document delivery systems for additional data or papers. Libraries can share the papers by using the interlibrary lending service [5,6,7]. Libraries began sharing their resources by transferring electronic files of digital publications via the Internet or digital pictures of print documents as a result of the advent of the electronic publishing era. The words "document delivery" and "inter-library loan" are frequently used interchangeably in the literature.
- 2. Definition of DDS:** Regardless of the location or format of the original document, DDS deals with providing the user with documents on demand, either in their original form or as photocopies. On demand, copies of articles from scholarly journals, conference proceedings, and other materials in their collection are delivered via the Document Delivery Centre (DDC) [8]. Each DDC will also put up the necessary effort to get and provide the paper from another establishment.

- 3. DDS Need:** In the current resource-constrained environment, no library can keep all the materials needed to fulfil the demands of its patrons. As a result, sharing resources across computer networks has become essential. Each user just needs the pages that are necessary for his investigation; the entire book is not necessary for him. Because DDS service is less expensive and much quicker than ILL service, people prefer it[9,10]. The necessary papers can be obtained directly from publishers or from other libraries. Typically, the user gets reimbursed for copying and postal costs.

Document delivery services (DDS) in libraries and information centers (LICs) have evolved significantly in recent decades, becoming a crucial tool for bridging information gaps and supporting user needs[11]. To offer a comprehensive overview, I'll share insights on key research areas and potential topics you might explore:

### 1. Impact of technology:

- **Electronic document delivery (EDD):** Research the transition from physical copies to electronic formats, analyzing its impact on speed, efficiency, and copyright considerations. Explore studies on the adoption of digital repositories, interlibrary loan systems, and full-text databases.
- **Emerging technologies:** Investigate the role of technologies like artificial intelligence (AI) in automating document retrieval, text analysis, and personalized recommendations. Consider research on blockchain for secure document sharing and distributed ledger systems for streamlined resource management.

### 2. User perspectives and satisfaction:

- **User needs and expectations:** Analyze research on user preferences for document formats, delivery methods, turnaround times, and cost structures. Explore studies on user behavior patterns, barriers to accessing DDS, and the impact of different service designs on user satisfaction.
- **User training and support:** Investigate research on effective training methods for users to navigate DDS platforms, search strategies, and copyright regulations. Consider studies on the impact of user education programs on DDS utilization and satisfaction.

### 3. Operational considerations and challenges:

- **Cost-effectiveness and sustainability:** Analyze research on pricing models, cost recovery strategies, and the impact of budget constraints on DDS operations. Explore studies on cost-sharing mechanisms, resource allocation models, and partnerships with other institutions to optimize resource utilization.
- **Copyright and legal issues:** Investigate research on navigating copyright restrictions for document delivery, fair use policies, and licensing agreements. Explore studies on legal frameworks, ethical considerations, and best practices for ensuring compliance with copyright laws.

### 4. Specific contexts and applications:

- **Academic libraries:** Research the role of DDS in supporting research activities, faculty needs, and student learning outcomes. Explore studies on the integration of DDS with learning management systems and institutional repositories[12,13].
- **Public libraries:** Investigate the role of DDS in providing equitable access to information for diverse communities, bridging the digital divide, and supporting lifelong learning. Explore studies on outreach programs, partnerships with community organizations, and strategies for serving underserved populations.
- **Specialized libraries:** Research the unique challenges and opportunities for DDS in specific sectors like healthcare, legal, or corporate libraries. Explore studies on tailored content delivery, compliance requirements, and knowledge management practices in these contexts.

### **Additional Tips:**

- **Narrow your focus:** Consider specializing in a specific aspect of DDS, such as a particular technology, user group, or operational challenge.
- **Conduct a literature review:** Identify existing research and build upon established knowledge in your chosen area.
- **Choose appropriate research methods:** Consider quantitative surveys, qualitative interviews, case studies, or data analysis based on your research question.
- **Disseminate your findings:** Share your research through conference presentations, journal articles, or reports to contribute to the advancement of knowledge in the field.

Remember, this is just a starting point. By exploring these research areas and potential topics, you can delve deeper into the fascinating world of document delivery services and contribute valuable insights to their ongoing development and impact on libraries and information centers.

### **DDS by DELNET**

Services for Document Delivery and Inter-Library Loans DELNET provides its member libraries with document delivery services and interlibrary loans. Book ILL requests can be submitted online. Requests for materials that are not listed in journal articles or union catalogues can be emailed to DELNET. Additionally, DELNET has created ILL Guidelines that member libraries can utilize[14]. The member libraries find the services to be quite appealing.

- Online at ILL (for members in Delhi only).  
Any actual photocopying costs will be additional, as will courier or postal fees for books ordered from locations outside of Delhi.

- ILL Online (for members who don't live in Delhi).  
Actual photocopying costs will be more, as will courier costs.

### **INSDOC DOCUMENT DELIVERY SERVICE**

INSDOC has been offering DDS on a national level since 1952. The service is provided using all of the resources available in the country, including the Pilot Electronic Library of INSDOC and the National Science Library. We accept requests via mail, fax, telex, and email. To find the pertinent document, utilise the Center's computerised National Union Catalogue of Scientific Serials in India (NUCSSI). The NUCSSI database includes serial holdings data from

over 850 Indian scientific libraries. Upon receipt of document delivery requests, they are arranged according to the source documents' accessibility. First, INSDOC's own library collection serves the requests; next, libraries in Delhi serve the requests; and last, requests from other Indian or foreign libraries are fulfilled. INSDOC provides electronic versions of publications from its own library collection, which consists of over 8000 periodicals, including 2110 journals. The National Medical Library, Delhi University Library, and Indian Agricultural Research Institute Library are a few of the most significant Delhi-based institutions that are used for document distribution. INSDOC's document delivery service is augmented by its three regional centres, which are situated in Bangalore, Calcutta, and Madras. These facilities leverage the resources of their respective areas. 73% of requests are typically fulfilled using local resources in two weeks, and 85% in four. Obtaining a copy of a document from another Indian library abroad often takes eight to twelve weeks. Every year, over 22,000 requests are processed, and most of them are fulfilled. Universities, businesses, R&D facilities, international nations, and private citizens all submit requests. The majority of requests (more than 80%) are for academic papers. INSDOC is obtaining about two thousand full-text journals on CD-ROM in an effort to accelerate the service. Adonis, Extra Med, Health Reference Centre (biomedical periodicals), General Periodicals on Disc, Business Periodicals on Disc, IEEE/IEEE Periodicals on Disc (engineering periodicals), and Computer Select (computer science periodicals) are just a few of the full-text journal databases on CDROM that INSDOC subscribes to. When requests for journal articles on CD-ROM are made, the INSDOC CD-ROM workstation answers as soon as possible. Two further options for document delivery are provided by INSDOC: the Contents, Abstracts and Photocopy Service (CAPS) and the Full Text Journal Service (FTJS). Once a month, members of the CAPS service receive tables of contents from fifteen individual subscription publications and thirty institutional journals. The list of eight thousand Indian and international publications is used to choose the journals. Subscribers can access the CAPS service by print, diskette, or email. Users can order copies of the entire articles or abstracts while perusing the contents. Additionally, users can use Full Text Journal Service (FTJS) to obtain copies of all articles published in one or more journals, or they can use Standing Acquire Abstracts Service (SOAS) to place a standing order for abstracts of all papers published in one or more selected journals. Libraries that subscribe to INSDOC's CAPS, SOAS, and FTJS services can provide their patrons with free access to the most recent editions of interest-related publications.

Users can order entire copies of the papers available under INSDOC's Document Supply after reviewing the contents. SOAS and FTJS services are available for annual subscription by individuals and organisations. An increasing number of libraries have started to subscribe to these services.

## **DDS PROBLEMS AND THE INTERNATIONAL ORGANIZATION'S ROLE**

DDS operators often deal with copyright difficulties, publications that are unavailable, and limitations on the electronic transmission and storage of materials. Unauthorised duplication of any creative literary, musical, or artistic work is prohibited by copyright law. This law also covers copying for DDS. The International Convention on Copyright and the

Universal Convention on Copyright, which recognise authors' and publishers' exclusive rights over their literary works but permit the creation of a single copy of the work for user-beneficial educational or research purposes, have both been ratified by India. Nonetheless, copyright regulations concerning digital material are vague and subject to frequent modifications. This is because electronic content is easier to duplicate and has less security than physical content. It can be reproduced and altered without payment or notification to the owner once it is made available for use. Not only may content be altered in its original form, but multimedia packages can also be made by downloading, copying, modifying, and repackaging data from many sources to produce an entirely new product that can be sold on the open market. A licence agreement is used by the majority of CD-ROM publishers to prohibit unauthorised use and exploitation of electronic data. Rigid stipulations in the licence agreements place a lot of limitations on the librarians. A few of the limitations include limiting the number of print copies of the search results and prohibiting the electronic sharing of the results over a network. Local area network users are the only ones allowed to use CD-ROMs, and usage of the device is subject to an extra membership charge. There are instances where a maximum of 8 concurrent users—that is, 8 terminals per site—are permitted. Additionally, downloading or lending the CD-ROM items is forbidden for libraries. These questions are actively being researched by a large number of international institutions, and they are also being discussed in international forums. Through their Universal Availability of Publications (UAP) initiative, the Office for International Lending and IFLA are promoting the availability and interlending of publications on a global scale. The IFLA Office for International Lending has been located in Boston Spa at the British Library since 1974. For individuals who are actively engaged in international loans, it offers helpful support. It compiles and distributes pertinent data for individuals working on international loans. It also conducts and encourages studies and research relevant to loans made internationally. It generates a series of guidelines for international centres, recommendations for foreign loans, and standard forms for requests made abroad. The Office has sparked discussion regarding interlending trends by conducting independent research on both domestic and international patterns. To encourage conversation on the topic, the Office organises an international conference on document supply systems each year. Furthermore, it publishes semi-annual reviews and bibliographies in the journal *Interlending and Document Supply* (BLDSC), a co-publication of MCB University Press Ltd. and the British Library Document Supply Centre, on interlending document supply. The Office has introduced a voucher initiative to facilitate international interlibrary lending for travellers. Under this approach, libraries can purchase plastic vouchers for US \$8/-, which they can use to pay for interlibrary loans or photocopying. For eligible libraries, the coupons are reusable and have an indefinite validity term. Libraries that accumulate certificates by lending more frequently than they borrow can redeem them from IFLA for the original purchase price plus an administrative fee. The goal of the voucher scheme is to alleviate the difficulties that come with sending small amounts of money overseas for interlibrary loans, including the difficulty in obtaining hard currency, the high cost of banking, the difficulty in converting currencies, and the high cost of administration. The IFLA Office for International Lending is also involved in copyright problems and keeps a plethora of information on the subject due to its affiliation with the British Library.

## **Conclusion**

Information distribution and accessibility are made possible by the document delivery service, which is the highest level of accessibility services. While other library services help the user identify the document he needs, this service locates the document and gives it to him. Modern computers and telecommunications have a big impact on document delivery systems. Since CD-ROM is now the most cost-effective medium for large-volume storage, several full-text databases have been created on it and are increasingly being used for document delivery. New, innovative document delivery trends have been produced by the combination of fax, CD-ROM, and internet technologies. Online ordering, online searching, and online document delivery are made possible by the emergence of electronic document delivery systems. The definition of document delivery services, their need, and their key features are the primary topics covered in this paper. Looking back and evolving in the field of document delivery services. Impact of current technology on the efficiency of the service. Several instances of global document delivery systems in use, as well as the part played by national and international bodies in the promotion of this service.

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